



# iceVoiceMail

## Unified Messaging

iceVoiceMail ushers in a new way of handling and managing phone calls and messages - creating an efficient and innovative office setting while eliminating the need for an internal phone management system.

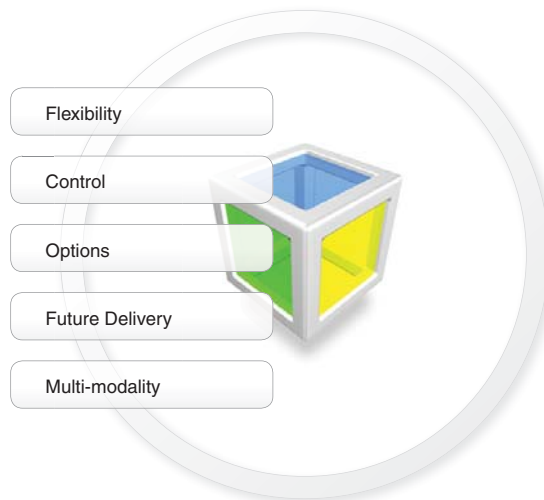
A module of ComputerTalk's blended, all-in-one platform, ice<sup>3</sup>, iceVoiceMail provides complete office services for small to medium business. Microsoft and Intel-based ice<sup>3</sup> is the most powerful contact center solution on the market.

## One box with unlimited potential . . .

iceVoiceMail lets you handle all phone communications without the expense of a vendor system. As a software-only application, there are no telephony boards to purchase, significantly reducing start-up costs and maintenance hassles.

And because iceVoiceMail supports voice protocol and IP phones, it responds to the most natural communication tool of all – your voice.

## iceVoiceMail delivers true messages with motion . . .



### Flexibility

You decide how to receive new messages - on your mobile, pager, or even e-mail. You're not in one spot all the time, so why should your messages be static? iceAgent users can also be notified of voicemails on their desktop.



## Control

Gain full control of all your call greetings, and assign up to 8 different messages. This way, iceVoiceMail is customizable to your own unique schedule. In different locations on different days of the week? iceVoiceMail's multiple greetings keep callers in the loop with daily messages.



## Options

iceVoiceMail's options optimize the impact of each message you receive. If it's important and you need to share it, you can forward it with your own recorded introduction. If it's private, mark it confidential to prevent anyone else from accessing it.



## Future Delivery

Set your own message delivery schedule to stay on top of your communications. i.e. if you need to leave a message for someone tomorrow at noon, when you know you'll be in a meeting, pre-record the message, set the delivery date and time, and presto... you attend the meeting the recipient receives the message as planned.



## Multi-modality

Receive voice messages as e-mails and review voice messages through a web portal.

It's your information, it should follow you. The possibilities are endless – tell iceVoiceMail what information you want, when you want it, and the channel you want it on.

iceVoiceMail doesn't work harder than other systems, just smarter. And ComputerTalk's specialists provide 24/7 support to ensure flawless operation of your system.

Isn't it time your phone management system started working for you?

### About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit [www.computer-talk.com](http://www.computer-talk.com) or call 1 800 410 1051.



P-IVM-612-104EN

[www.computer-talk.com](http://www.computer-talk.com)  
1.800.410.1051